

These Local Sales Conditions apply to all sales of air cargo transportation departing from **New Zealand** including services incidental thereto, by or on behalf of Emirates SkyCargo. These Local Sales Conditions set out the specific booking and operational conditions which apply to Emirates SkyCargo cargo transportation sales in **New Zealand**.

We reserve the right to modify these Local Sales Conditions at any time and without notice we therefore, advise you to check the latest document regularly for updates and in particular, prior to making any new bookings.

Carriage of Cargo by Emirates SkyCargo is governed by the following:

- (i) Conditions of Carriage for Cargo and Conditions of Contract as displayed on the back of the Air Waybill can also be found at; <https://www.skycargo.com/conditions-of-carriage/>
- (ii) Local Sales Conditions, as applicable by country

These Local Sales Conditions are governed by and in accordance with the above-mentioned conditions. Except as otherwise stated, in the event of any discrepancies and/or inconsistencies the order of precedence shall be as listed above (i) to (ii).

The Shipper and/or the representing Agent (referred to as “Customer” hereinafter) are deemed to accept the above-mentioned documents in full for all bookings for Carriage of Cargo by Emirates SkyCargo.

Rate Applicability

Emirates SkyCargo rates for cargo transportation are based on the booking information provided by Customer, excluding any applicable surcharges, taxes, levies, fees, and other charges (e.g., related to screening, customs, DGR handling, etc.). Rates may be modified in the event of any change in the booking details. All rates are based on the issuance date of the Air Waybill (AWB).

The Emirates SkyCargo rates applicable for each booking are based on the country of and point of sale in **NZD**.

Emirates SkyCargo reserves the right to terminate rates on the published tariff sheet with one (1) week’s notification.

Weight breakpoints are only applicable for Emirates SkyCargo’s net-rates, as specified on the published tariff sheet.

1. Spot/Ad hoc Quotes

A spot or ad hoc quote is a one-time rate offered based on shipment details provided at time of the quote. All spot or ad hoc quotes are valid for seven (7) days only and should be accepted and booked within that period to avail the quote price.

The spot or ad hoc quote reference numbers should be provided at the time of booking to avail the spot or ad hoc quote rate. Capacity on spot or ad hoc based cargo is subject to availability and approval by Emirates SkyCargo.

2. Charges Collect

The Emirates SkyCargo team at your respective station(s) will specify the applicability of Charges Collect by destination.

3. Other Charges

Applicable surcharges, taxes, duties, fees, and other charges are applicable as mentioned in this document (see Annexure 1) or through your local Emirates SkyCargo office. We advise you to consult them regularly in case of changes, and particularly, prior to making a booking.

Ground Handling Agents ("GHA") may apply additional charges not included in the surcharges and other charges specified in this document. Please check with the local Emirates SkyCargo office for details.

4. Booking Conditions

Cargo shipment bookings for Emirates SkyCargo should be made in accordance with the terms of the Local Sales Conditions, either online via www.SkyCargo.com or via other contracted booking portals, or via a direct connection (system-to-system), by email, or by telephone using the contact details of the Emirates SkyCargo customer service office at your respective station(s).

Find your local Emirates SkyCargo office details on <https://www.skycargo.com/contact-us?tab=2>.

5. LTA, Low-Show and No-Show Policy

5.1. LTA

A Large Tonnage Agreement (LTA) is an agreed signed document required for shipments over:

- (i) Five (5) tonnes or more on a passenger flight
- (ii) Ten (10) tonnes or more on a full freighter

Cancellation, No-Show, and Low-Show charges will be applied as per Emirates SkyCargo's LTA policy.

<i>Notice of Cancellation by Customer</i>	<i>Agreed Compensation Payable by Customer</i>
Less than 96 hours but more than 72 hours written notice before the agreed Cut-Off time for the booking	50% of the total charges (including air freight rates and any other charges)
Less than 72 hours but more than 48 hours written notice before the agreed Cut-Off time for the booking	75% of the total charges (including air freight rates and any other charges)
Less than 48 hours written notice before the agreed Cut-Off time for the booking	100% of the total charges (including air freight rates and any other charges)

5.2. Low-Show Policy

A Low-Show is where the chargeable weight on the booking is reduced by more than **one (1) tonne** without giving a notice of at least **forty-eight (48)** hours (or 2 working days) before departure. The tonnage reduction is the difference between the tendered chargeable weight and the chargeable weight of the last booking confirmation. In this instance, Emirates SkyCargo will charge **50%** of the tonnage reduction at the booked rate on freight amount as per booked product.

5.3. No-Show Policy

A No-Show is a booking that is not cancelled or rebooked at least **forty-eight (48)** hours (or 2 working days) before departure, or which is delivered after the cut-off time. Any cancellation of a confirmed booking will result in a **100%** cancellation penalty. In case of a No-Show, the AWB will be frozen and cannot be reused. The applicable No-Show fee will be charged to the AWB used for the booking on freight amount as per booked product.

6. Cut-Off Time

The customer is responsible for tendering the shipment to the carrier as “Ready for Carriage” according to the terms stipulated in Article 3 of the Emirates SkyCargo - General Conditions of Carriage for Cargo.

Shipments departing **New Zealand** must be tendered before the cut-off time indicated below. Cut-off times may vary based on size, product, and station in the country of origin.

Product	Built-up Unit (BUP)	Loose	Additional Information
General Cargo	STD – 3 hours	STD – 4 hours	-
General Cargo (Loaded by Agent)	STD – 3 hours	STD – 3 hours	-
Priority Cargo	STD – 3 hours	STD – 2 hours	-
Priority Cargo (Loaded by Agent)	STD – 3 hours	STD – 3 hours	-
Special Products	STD – 3 hours	STD – 3 hours*	*STD – 4 hours for Perishables

RCS and Documentation formalities must be completed prior to the above-mentioned cut-off timings.

7. Export Trucking

Drop-off location Cargo acceptance conditions

- The acceptance of transport by the carrier or its service provider from a shipper/shipper’s agent at drop off location (offline) does not imply that the cargo is ready to uplift.
- Cargo will be uplifted on a booked flight after completing all acceptance, security and safety requirement checks at Carrier’s gateway station after unloading of the cargo from the truck.
- Should the acceptance check fail at Carrier’s gateway station, the shipper or shipper’s agent is responsible to ensure cargo is make ready for acceptance or return it back at their own cost with no liability to Carrier.

8. Claims and/or Complaints

All claims and/or complaints (including requests to investigate temperature deviations) should preferably be sent through the Emirates SkyCargo customer support portal - <https://www.skycargo.com/feedback-and-complaints/>

9. Invoicing and Payments

Any dispute in the invoice amount should be notified to the carrier immediately or up until 90 days of the invoice date. If the dispute is not raised within this period, the invoice shall be deemed to have been accepted. A CCA can be raised up to a maximum of 12 months from AWB issue date and subjected to a CCA Fee.

A Charges Correction Advice (“CCA”) fee of **NZD 175.00** will apply on all CCA’s when issued post 90 days (based on invoice date).

Invoice queries should be addressed to wayne.turkington@emirates.com / steve.roberts@emirates.com

NEW ZEALAND

LOCAL SALES CONDITIONS (LSC) FOR EMIRATES SKYCARGO

Valid from 01 July 2023



Annexure 1 - Other Charges Applicable

CODE	DESCRIPTION	ORIGIN	DESTINATION	PRODUCT CODE	SPECIAL HANDLING CODE (SHC)	CURRENCY	CHARGE	CHARGE BY	ADDITIONAL INFORMATION	EFFECTIVE FROM	VALID TILL
BI	Import/Export Documents Processing	Airport (CHC)	World Wide	-	-	NZD	39.00	Per MAWB	-	23-Feb-11	31-Dec-99
CB	MAWB Manual Data Entry	NZ	World Wide	-	-	NZD	20.00	Per MAWB	-	01-Jul-22	31-Dec-99
CC	HAWB Manual Data Entry	NZ	World Wide	-	-	NZD	20.00	Per HAWB	-	01-Jul-22	31-Dec-99
CD	HAWB Electronic Transmission	NZ	World Wide	-	-	NZD	3.70	Per HAWB	-	09-Feb-22	31-Dec-99
CG	MAWB Electronic Transmission	NZ	World Wide	-	-	NZD	3.70	Per MAWB	-	09-Feb-22	31-Dec-99
CH	Customs/Regulatory Handling At Origin	Airport (CHC)	World Wide	-	-	NZD	75.00	Per MAWB	-	15-Feb-05	31-Dec-99
DK	India HUM Release Order	NZ	IN	GCR (Emirates AirFreight)	HUM	NZD	58.00	Per MAWB	-	10-May-22	31-Dec-99
LA	Live Animals Related Services	NZ	World Wide	PET & AVI	-	NZD	75.00	Per MAWB	-	15-Jun-22	31-Dec-99
MB	Miscellaneous Unassigned	Airport (CHC)	World Wide	-	-	NZD	28.70	Per MAWB	-	07-Jul-05	31-Dec-99
MV	AWI Arriving Under PETS Passport	NZ	Country (AU)	PET	-	NZD	275.00	Per MAWB	-	10-May-22	31-Dec-99
RA	Dangerous Goods Physical/Documentary Inspection	NZ	World Wide	-	RCL-RCM-RCY-REX-RFG-RFL-RFS-RFW-RGX-RIS-RU-RLM-RMD-RNG-RQP-ROX-RPB-RPG-RRW-RRY-RSB-RSC-RXB-RXC-RXD-RXE-RXG-RXS	NZD	42.00	Per MAWB	-	18-Jun-22	31-Dec-99
RC	Referral of Charge	NZ	World Wide	-	RGX-RCX-RXS-RXG-RXE-RXD-RXC-RXB-SWP-MUW	NZD	80.00	Per MAWB	-	15-Sep-22	31-Dec-99
RF	Remit Following Collection Fee - Saudi Arabia	NZ	SA	-	DIP/RBM/RCM/RCX/RFG/RFL/RFS/RFW/RGX/RIS/RU/RLM/RMD/RNG/ROP/ROX/RPB/RPG/RPW/RRY/RV/RSC/RXB/RXC/RXD/RXE/RXG/RXS	NZD	78.00	Per MAWB	-	01-Dec-22	31-Dec-99
RF	Remit Following Collection Fee - Saudi Arabia	NZ	SA	VAL	-	NZD	78.00	Per MAWB	-	01-Dec-22	31-Dec-99
RF	Remit Following Collection Fee - Oman Government Approval	NZ	OM	-	SWP/MUW/RXS	NZD	300.00	Per MAWB	-	20-Nov-22	31-Dec-99
RF	Remit Following Collection Fee - Oman Government Approval	NZ	OM	-	RRY/RRE	NZD	229.00	Per MAWB	-	20-Nov-22	31-Dec-99
RF	Remit Following Collection Fee - Jordan	NZ	JO	-	SWP/MUW/RXS	NZD	99.00	Per MAWB	-	20-Nov-22	31-Dec-99
TR	Transit Handling	NZ	(City) DXB	PET & AVI	-	NZD	0.00	Per MAWB	-	10-May-22	31-Dec-99
TR	Transit Handling	NZ	World Wide	AVI	-	NZD	281.00	Per MAWB	Commodities: 1024-1026-1054-1059-1091-1093-E0004-E0005-E0006-E0012	23-Jun-22	31-Dec-99
VB	Destination Valuable Handling Charges	NZ	MCT	VAL	-	NZD	65.00	Per MAWB	-	10-May-22	31-Dec-99
VB	Destination Valuable Handling Charges	NZ	MCT	-	VAL	NZD	65.00	Per MAWB	-	01-Oct-22	01-Jan-00
VB	Destination Valuable Handling Charges	NZ	TRV	VAL	-	NZD	88.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Destination Valuable Handling Charges	NZ	BLR	VAL	-	NZD	88.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Destination Valuable Handling Charges	NZ	COK	VAL	-	NZD	88.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Destination Valuable Handling Charges	NZ	CCU	VAL	-	NZD	88.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Destination Valuable Handling Charges	NZ	IST	VAL	-	NZD	186.00	Per MAWB	-	10-May-22	31-Dec-99
VB	Destination Valuable Handling Charges	NZ	AMM	VAL	-	NZD	74.00	Per MAWB	-	10-May-22	31-Dec-99
VB	Destination Valuable Handling Charges	NZ	ATH	VAL	-	NZD	50.00	Per MAWB	-	10-May-22	31-Dec-99
VB	Destination Valuable Handling Charges	NZ	KWI	VAL	-	NZD	21.00	Per MAWB	-	20-May-23	31-Dec-99
VB	Destination Valuable Handling Charges	NZ	LCA	VAL	-	NZD	97.00	Per MAWB	-	20-May-23	31-Dec-99
VB	Destination Valuable Handling Charges	NZ	DE	-	-	NZD	502.00	Per MAWB	FRA - Import Charges applicable for Product VAL and VUN and SHC - RXS / MUW / SWP	10-May-22	31-Dec-99
VB	Destination Valuable Handling Charges	NZ	BRU	VAL	-	NZD	775.00	Per MAWB	-	10-May-22	31-Dec-99
VB	Destination Valuable Handling Charges	NZ	FCO	VAL	-	NZD	287.00	Per MAWB	-	01-Nov-21	31-Dec-99
VB	Destination Valuable Handling Charges	NZ	MXP	VAL	-	NZD	200.00	Per MAWB	-	19-Nov-22	31-Dec-99
VB	Destination Valuable Handling Charges	NZ	EG	VAL	-	NZD	159.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Destination Valuable Handling Charges	NZ	SG	VAL	-	NZD	92.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Destination Valuable Handling Charges	NZ	SA	VAL	-	NZD	212.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Destination Valuable Handling Charges	NZ	LON (LHR/LGW/STN)	VAL	-	NZD	417.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Destination Valuable Handling Charges	NZ	PRG	VAL	-	NZD	33.00	Per MAWB	-	15-Sep-22	31-Dec-99